

**Appointment Type:** Permanent  
**Working Time:** Full Time  
**Reference Code:** 16225i  
**Opening Date:** 02/05/10  
**Closing Date:** 12/31/9999

## **Information Technology Specialist 3 DOC EMPLOYEES ONLY**

**\$4,114 - \$5,395 Monthly (Range 58) Plus an excellent benefit package!**

### **Agency Information**

The Department of Corrections is seeking a highly motivated internal candidate to fill one new position at Coyote Ridge Corrections Center in Connell, Washington. This recruitment will remain open for one week for internal candidates. Lateral transfers and voluntary demotion candidates will be given first consideration for position being filled. The first review of applications will begin on February 12, 2010.

#### **Agency Profile:**

The Department of Corrections, as a partner in the criminal justice system, enhances public safety, administers criminal sanctions and programs in accordance with the law, and provides leadership for the future of corrections in Washington State.

The mission of DOC is to improve public safety.

#### **DOC offers:**

- > Hundreds of rewarding and exciting careers
- > Flexible schedules
- > Comprehensive compensation packages
- > Training and development opportunities
- > Tuition reimbursement
- > The fulfillment of public service

The Department consists of the Office of the Secretary, Prisons Division, Community Corrections Division, Administrative Services Division and Medical Services Department. The Department employs over 8,100 staff and has a biennial budget of approximately \$1.8 billion.

For additional information about the Department of Corrections, please visit [www.doc.wa.gov](http://www.doc.wa.gov).

Please note: In order to be considered for this position, you must complete the entire Application Wizard. For further details please refer to the "Application Process" section of this recruitment.

### **Duties**

- > Independently provides end user support for DOC standard operating systems, computer hardware, peripheral devices, and network hardware, to include installation, maintenance, upgrades, troubleshooting, problem resolution, replacement, acquisition, and surplus.
- > Responds to customer needs in a timely manner. Logs and maintains details of customer requests and resolution of them, and assists management/inventory using help ticket tracking system.
- > Configures/operates server backup systems; manages storage and retention of backup media.
- > Provides support to customers, via telephone, e-mail, internet, remote access, and onsite.
- > Performs server management. Ensures assigned servers are updated as directed, audits are completed in a timely manner, and documentation is kept current.
- > Audit all assigned servers in specified timeframes and methods.
- > Update the Server Specs, Server Work Log, and Backup schedule in a timely and accurate manner.
- > Provides assistance to DOC IT staff with related tasks when needed.
- > Coordinates hardware repair with department staff and/or vendors.
- > Able to multi-task and prioritize work assignments in a fast paced, ever changing environment, requiring minimal supervision

## Qualifications

Four years of information technology experience such as analyzing, designing, installing, programming, and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment or providing customer or technical support in information technology.

## Special Notes

Application Process:

In order to be considered for this position, you must complete the entire Application Wizard, however, completion of the Diversity Profile Questionnaire is optional. To ensure you complete the entire application, once in the Application Wizard, scroll to the right of the page and use the arrows to go to additional tabs. Remember to click on "Save" at the bottom of each tab to ensure your entries are saved. Be sure to also unlock your profile and keep your email address and other contact information current.

For further information about managing your application and profile, please refer to "Manage Your Job Applications and Profile" link from the [www.careers.wa.gov](http://www.careers.wa.gov) website.

All Department of Corrections' employees are fingerprinted for a criminal history background check.

Employees work with offenders in a potentially hazardous setting. Please consider this when deciding whether to apply.

Tuberculosis is a priority health issue for Department of Corrections' employees. Periodic skin tests are required for all health care providers and those who transport known/suspected Tuberculosis patients. Testing is voluntary for all other employees. When positive tests result, further testing and treatment may also be required. Employment is not contingent upon test results.

All DOC facilities are smoke and/or tobacco free.

## Other Information

Washington State Employees enjoy outstanding comprehensive benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; flexible work hours; training; and state retirement plans. For more information please visit:

<http://www.doc.wa.gov/jobs/benefitssummary.asp>.

Department of Corrections Core Competencies for All Employees:

Safety, Treats Others with Respect and Courtesy, Dependability, Accountability, Judgment and Problem Solving, Leadership, Communication, Relationship Building, and Ethics and Integrity.

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing this announcement in an alternative format, may call (360) 664-1960 or toll free (877) 664-1960 or Telecommunications Device for the Deaf (360) 664-6211. For questions about this recruitment, please call (509) 543-5882 or e-mail [pmturner@doc1.wa.gov](mailto:pmturner@doc1.wa.gov).

## How to Apply

1. Go to <http://careers.wa.gov/SearchAndApply.htm>.
2. If you are a new user, click on Register Now under the heading: **New Users**. Complete the fields under the **Registration** page. Remember to read and confirm acceptance of the Data Privacy Statement under the **Data Privacy Statement** header. Click Register. You are encouraged to build your profile in the system by clicking Option 1: Build Resume Profile under the header **My Resume**. Returning users can log-in by clicking the Job Seekers Login button.
3. Click on Apply Directly under the heading **My Job Search and Applications**.
4. In the reference code field, enter NB00016225\* and click on Start Search.

5. Click on the link Correctional Information Technology Specialist 3, Connell, WA under the **Job Posting** column heading to view the complete announcement and apply.
6. Click through all the tabs along the top to complete your application and a questionnaire.
7. Attach your current resume through the **Attachments** tab.
8. Submit a cover letter summarizing how your knowledge, skills and abilities meet the minimum qualifications of this position under the **Cover Letter tab**.
9. Your application will not be submitted until you hit the **Submit** button under the **Send Application** tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
10. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the **My Job Search and Application** column heading on the **External Job Seeker Start Page**. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

#### **Help is available**

- A users' guide for applying to jobs is available at <http://careers.wa.gov/help/>.
- If you need assistance applying for this job, please call DOP at (360) 664-1960 or 1-877-664-1960 or e-mail [Information@dop.wa.gov](mailto:Information@dop.wa.gov).